

DC Business Expert - 3PL

LOGISTICSLOCAL

DC Business Expert - 3PL	
Supports 3PL operations and system integration while driving compliance, efficiency, and continuous improvement through collaboration and agile problem-solving	
RESPONSIBILITIES: SPECIALISED OPERATIONS & ADMINISTRATION <ul style="list-style-type: none"> Educate 3PL on H&M WMS functionality and key work processes to support operational excellence. Oversee and support system integrations between WMS, WCS and PLC systems to ensure functionality and service continuity, while providing daily support for DC operations. Distribute & translate release notes to 3PL and monitor execution. Ensure all systems work as expected and are used correctly to aspire best service to the customers and to secure that business is not interrupted. Ensure an effective and efficient incident management, when needed (e.g. participate in "bridge calls", Incident reporting). Ensure high quality level of all decided IT system related procedures and monitor correct implementation. Support the DC Manager in implementing operational, system, and service requirements with 3PL. Drive project rollouts in collaboration with relevant stakeholders. COORDINATION & STAKEHOLDER MANAGEMENT <ul style="list-style-type: none"> Communicate change requests from 3PL to relevant stakeholder, including Regional Sales, Warehouse Operations and DC Manager. Act as a contact for global functions and local Sales, ensuring compliance to company standards, guidelines and processes. If applicable, responsible for inbound planning including delivery schedule and transport from port. Align with Merchandising Function on prioritization of inbound deliveries. If applicable, act on and follow up on stock moves execution in alignment with Merchandising Function. PROCESS & WORKFLOW OPTIMISATION <ul style="list-style-type: none"> Drive continuous improvement in DC operations. COMPLIANCE, RISK & GOVERNANCE <ul style="list-style-type: none"> Conduct business process audits to ensure compliance with group standards. 	COMPETENCIES: <ul style="list-style-type: none"> Strong expertise in DC-level technology infrastructure and supplementing systems experience. Functional competencies for supporting technology and system-related operations and incidents. Strong operational DC log. expertise & process understanding. Proactivity in problem-solving and hands-on attitude to resolving incidents. Ability to understand system features and updates within a given time frame as well as ability for knowledge transfer. Strong communication & collaboration skills. Ability to collaborate and co-create with others. Agile mindset with a positive attitude to change and meaningful growth. Inclusive and empathetic towards others whilst encouraging diversity. Ability to understand your impact to others and contribution to the bigger picture.

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3PL BUSINESS EXPERT

PART OF 3PL DC ORGANIZATION (H&M)

3PL BUSINESS EXPERT

- Together with the DC Management team, communicate and follow -up logistic goals and KPI's with the objective to achieve great customer service, profitability and result for all brands and channels.
- Ensure and follow up on best practice working procedures
- Ensure efficient and sustainable working processes at all areas and levels of the logistic operation.
- Space management; plan and follow up on capacity together with the DC Management Team
- Collaborates closely with DC management team to prevent loss
- Support and therefore ensure accurate and in time deliveries to customers through optimal capacity and lead time control
- Keep up to date on campaigns or other important sales related information and ensure a well - functioning supply chain to the customers
- Ensure best possible product care in the logistic site, all connected working areas and during domestic transportation to the customers
- Ensure compliance to H&M logistic operational best practice work processes, in all areas.
- Ensure a high customer satisfaction level through a reliable logistic operation